



# **REDLANDS UNIFIED SCHOOL DISTRICT**

## **Elementary Take-Home Laptop Program Policy and Procedures**

**2025 - 2026**



TAKE-HOME POLICIES AND PROCEDURES

# Redlands Unified School District

## Innovation, Technology, & Accountability Department

August 2025

Dear Families of Students in Grades TK-5:

The integration of technology into teaching and learning has transformed education across the nation. At Redlands Unified School District (RUSD), Chromebooks have become essential tools for enhancing the educational experience of both teachers and students. To support our elementary school students, we offer a Chromebook check-out program to provide them with valuable resources for their learning.

*What does this mean for you and your student?*

Families can request a RUSD Chromebook (with power cord) and/or a hotspot through the Aeries Portal during the registration process. These devices are intended to be used at home to support your student's educational activities. Students must return the Chromebook and power cord at the end of each school year or when they leave RUSD. Please note that hotspots will also be collected at the end of every school year.

We are enthusiastic about this initiative and hope you share our excitement as we continue to provide our students with valuable technological resources.

Sincerely,

Jamie Cortz, CCTO  
Senior Director K-12 Education

David Monaco  
Technology Services Director

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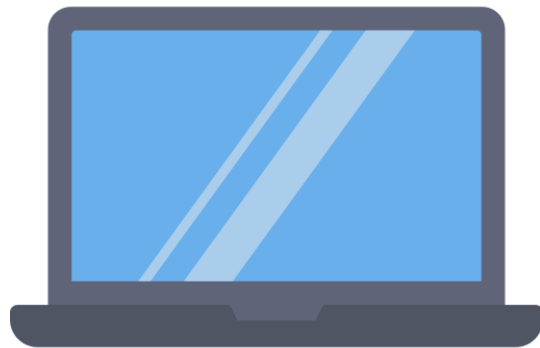
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# PART I:

# Procedures



# DAILY PROCEDURES

## Daily Procedures for Using your Chromebook

This guide provides students with general guidelines on how to use and care for their Chromebooks on a daily basis.



Clean your device using a soft, dry, anti-static, or micro-fiber cloth. Do not use Windex or any type of liquid.



Shut down your device after use to preserve battery life.



Do not eat or drink near your device to avoid crumbs, spills, or damage.



Keep your device in a cool, dry place and avoid direct contact with the sun.



For more information on tips for protecting your Chromebook, please visit the Innovation, Technology, and Accountability Department on the district website.

[www.redlands.k12.ca.us](http://www.redlands.k12.ca.us)

## NOT WORKING OR DAMAGED

**Symptom:** The Chromebook freezes, is running slow, or apps will not run.

**Solution:** Log out, completely shut down, then restart.

**Symptom:** The Chromebook turns on, but the screen is black or does not turn on at all.

**Solution:** Immediately bring it to school and exchange it for a different Chromebook.

**Symptom:** The Chromebook has been damaged (cracked screen, missing key, power cable is jammed, etc.)

**Solution:** Immediately bring it to school and exchange it for a different Chromebook.\*

*\*There may be a fee based on the nature of the damage (Please refer to the Chromebook Distribution Agreement in Part IV, Annual Parent Notices).*

## SECURITY



Your Chromebook is protected by an internet filter called GoGuardian. This prevents students from going to harmful websites, and it also alerts district administration to inappropriate or unsafe internet activity. For more information about GoGuardian, visit [www.goguardian.com](http://www.goguardian.com).



Student activity with Google Workspace applications is monitored by a program called Gaggle. This software picks up on words or images that are inappropriate or unsafe. If this type of language or image is found in student work related to their Google account, a school official will be alerted, and follow-up action will be taken. Gaggle has helped to protect RUSD students from bullying language, self-harm, and other unsafe online situations since 2017. For more information about Gaggle, visit [www.gaggle.net](http://www.gaggle.net)

# DIGITAL CITIZENSHIP



Now, more than ever, it is critical for families to pay attention to their students' online behaviors. RUSD highly encourages parents to visit the information and resources developed by *Common Sense Education*:

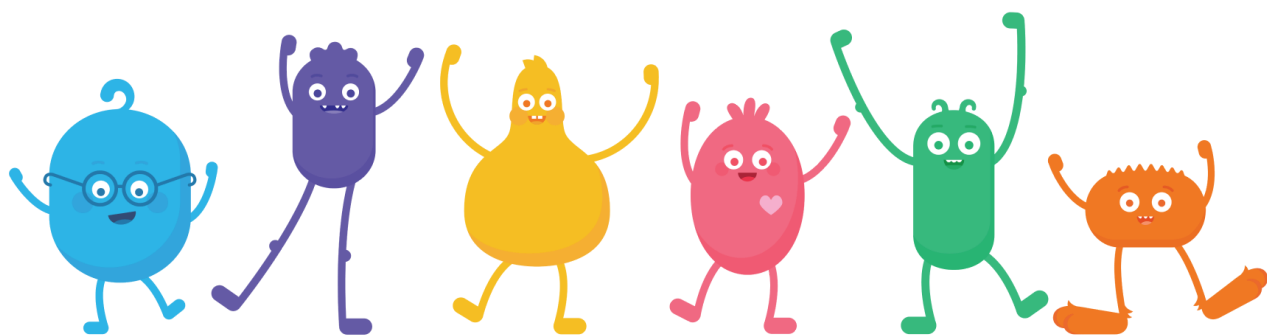
<https://www.commonsense.org/education/family-resources>

*Interactive lessons and activities for all students!* 📖

## Digital Citizenship Curriculum

Use digital citizenship lesson plans to address timely topics and prepare students to take ownership of their digital lives. Browse lessons by grade and topic below, or see an [overview of the curriculum](#).

We've got more new lessons! Explore [all lesson plans](#) or check our [lesson collections](#)!



# PART II:

# Connectivity



# LOCAL LOW-COST WI-FI OPTIONS

California's **Broadband for All** program can help your family get affordable internet access at home. This initiative works to close the "digital divide" by focusing on three key areas:

- **Access:** Making sure you can get high-speed internet at home, school, and libraries.
- **Affordability:** Providing access to affordable internet services and devices.
- **Training:** Offering the digital skills and training you need to use the internet effectively.

## How to Find a Low-Cost Internet Plan

To find the right low-cost plan for your household:

1. Visit [broadbandforall.cdt.ca.gov/affordable-service-programs](https://broadbandforall.cdt.ca.gov/affordable-service-programs). This page is a resource for finding affordable service programs through a partnership with EveryoneOn and the California Emerging Technology Fund.
2. Enter your zip code.
3. Check the box for "Have a K-12 student or college student in your household" and any other conditions that may apply to your household.
4. Review the available offers for internet service, low-cost computers, and digital skills training, then select the best option for your family.

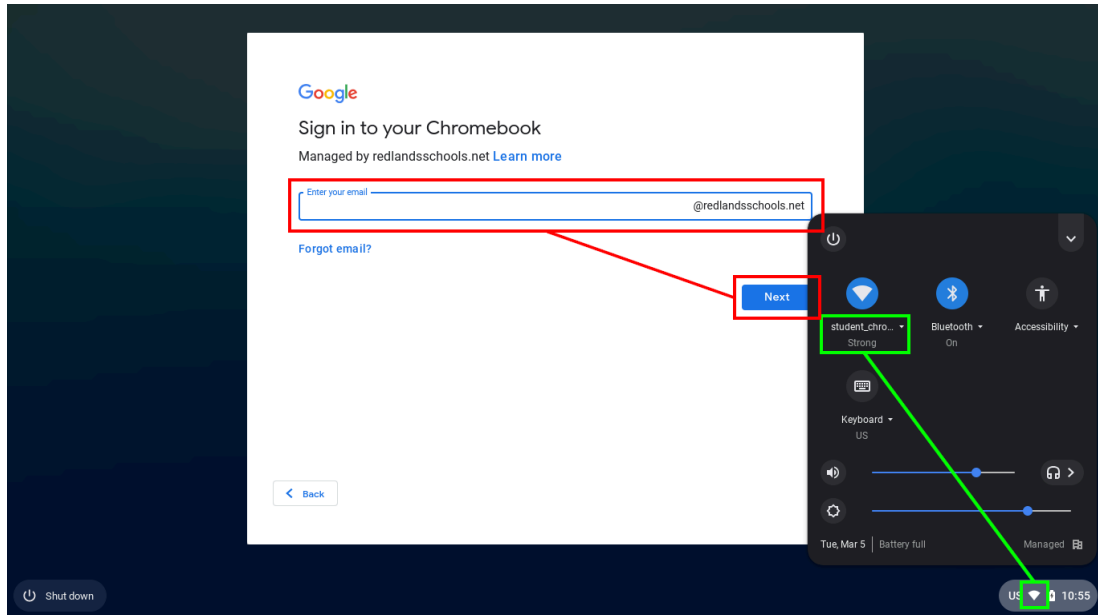
# PART III:

# How-to-Guide



# BASIC CHROMEBOOK USER GUIDE

## Logging In



Students and teachers will log into Chromebooks using their Google account (@redlandsschools.net).

- Username: Student email (example: jasonbor.29837@redlandsschools.net)
- Password: **9-digit** permanent ID number (example: 310009253)

*\*Chromebooks must be connected to wifi.*

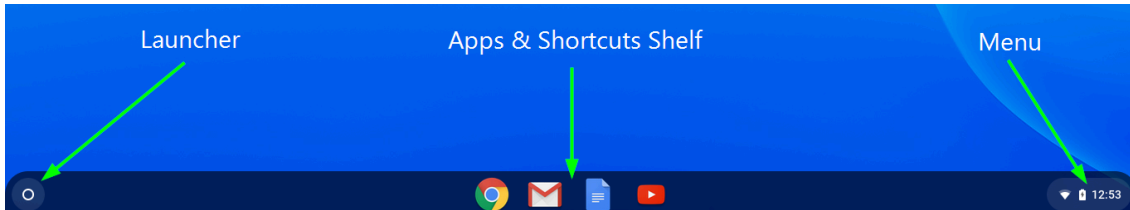
## Adding New Users

A Chromebook can remember multiple students at once. Add additional students by clicking on "Add Person" on the login screen.

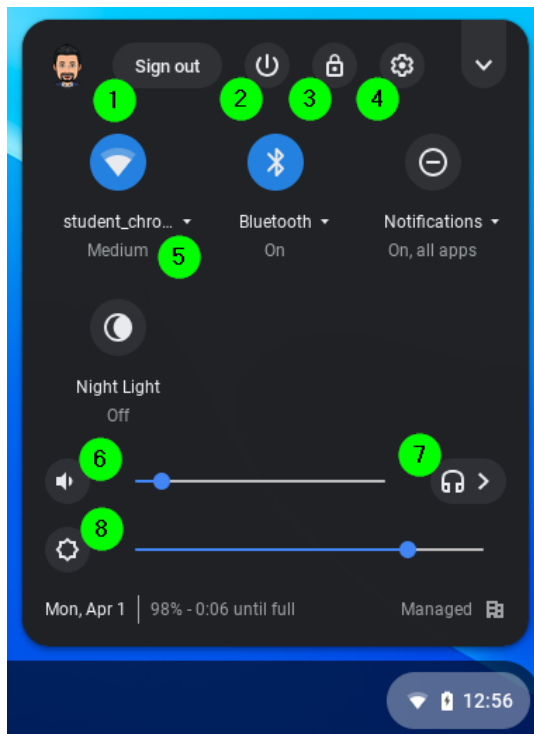


## Chromebook Desktop

Additional applications, such as a Camera, Calculator, and Files, can be found using the Launcher.



## Chromebook Menu



1. Sign out
  - a. To be used at the end of each use; necessary for another student to use the device
2. Shut down
3. Lock the device
4. Device/account settings
5. Network
6. Adjust the volume
7. Speaker/mic settings
8. Adjust the brightness

## Additional Information

Please view this tutorial video for additional information on operating your Chromebook:  
[bit.ly/2Un62xX](https://bit.ly/2Un62xX)

# GOOGLE & CLEVER ACCOUNT LOGIN PROCEDURES

Students will need to log in to their district-provided Google account to complete schoolwork on a personal device. If using a district-provided Chromebook, they will need the same account information to log in.

## Google Account / Chromebooks

- Go to <https://accounts.google.com>
- Username: Student email\* (example: jasonbor.29837@redlandsschools.net)
- Password: **9-digit** permanent ID number\* (example: 310009253)

*\*If your child does not have their email address or 9-digit permanent ID number memorized, these two pieces of information can be found in your Aeries Parent Portal by going to “Student Info” and clicking “Demographics”. The permanent ID will be in the 2nd field below your student’s name, titled “Student ID.” The email address is in the “Student’s Email” field. If you do not have an Aeries Parent Portal, please email [support@redlands.freshdesk.com](mailto:support@redlands.freshdesk.com) to have one created for you.*

Many district-provided core curriculum resources can be accessed via our single sign-on dashboard called Clever.

## Clever

- Go to <https://clever.com/in/redlands>
- Username: Network Login ID\*\* (example: jasonbor.29837)
- Password: **10-digit** SSID number\*\* (example: 2983768190)

*\*\*If your child does not have their Network Login ID or 10-digit State Student ID number memorized, these two pieces of information can be found in your Aeries Parent Portal by going to “Student Info” and clicking “Demographics,” then choosing the “Student Data 2” tab. This information is then available in the “Network Login ID” and “State Stu ID” fields. If you do not have an Aeries Parent Portal, please email [support@redlands.freshdesk.com](mailto:support@redlands.freshdesk.com) to have one created for you.*

The same username and password used for Clever also work for these additional core curriculum resources:

- Think Central (Elementary) - <https://www-k6.thinkcentral.com/ePC/start.do>

# PART IV: Parent Notice



# CHROMEBOOK TAKE-HOME POLICY

The California Common Core State Standards create the opportunity to improve education and address the technology needs of our students. Students can benefit from frequent and appropriate access to technology. This access improves the opportunity to learn, analyze, research, and create. To facilitate this, the Redlands Unified School will make a Chromebook available to students who need access to technology at home. This will provide equitable access to learning experiences for all students as they will now have the ability to take a device to and from school.

## **Student/Parent Responsibility**

Each student will be responsible for the device that has been assigned to them. If the device is lost (stolen, not returned, missing, etc.), the student/parent will be responsible for paying up to \$200 for the replacement cost of the Chromebook and power supply. This is very similar to the existing textbook replacement policy in use at RUSD and many other school districts. If the device is damaged and/or inoperable, the student will be responsible for returning the device to the school site for repair and will be charged a \$50 fine for damage repair. A replacement Chromebook will be issued upon the return of the damaged device.

## **Acknowledgment of Responsibility**

By accepting a Chromebook, parents and students are acknowledging that they are responsible for the Chromebook unit that has been issued to them. If the unit is lost, they will be charged up to \$200, or fair market value, for the replacement cost of the machine. If the unit becomes damaged and/or inoperable as a result of negligence, they will return the unit to the school for repair and will incur a \$50 fine for damage repair.

# GOOGLE WORKSPACE NOTICE

Redlands Unified School District is committed to the integration of technology into student learning to prepare students for a technology-driven world. California's Common Core State Standards include the use of technology when describing students who are College and Career ready. Properly prepared students will use technology and digital media throughout their education and well into their careers, regardless of the educational or professional path they choose.

With proper instruction and access to vital online resources, RUSD students will learn how to use powerful tools to realize their intellectual curiosity and promote their creative capacity. RUSD students use a variety of digital resources and tools to facilitate learning through research, communication, collaboration, critical thinking, and creation. Students collaboratively research, create, edit, and share files for school-related projects, such as showcasing class projects.

Upon entering the school district, all students are issued a Google Workspace for Education account. With this account, students will have access to the following resources for the entirety of their educational experience in RUSD:

- **Google Docs, Sheets, Slides:** Word processing, spreadsheet, and presentation applications similar to Microsoft Office.
- **Google Classroom:** An online platform that allows teachers to assign digital work, provide digital resources, and make announcements. It allows students to submit their work, complete assignments, and stay connected to their teacher and classmates.
- **Google Drive:** A cloud storage space that allows students to store files securely and access them from any device. This is where students will save projects and assignments from Docs, Sheets, and Slides, eliminating the need for flash drives.
- **Gmail:** Depending upon grade level, an individual email account for school use is managed and monitored by the District.

Email delivery to student accounts is currently restricted and is only available for internal, student-to-student, student-to-teacher, and some district-authorized external email addresses. This means parents and others outside the redlandsschools.net organization cannot email students unless they receive prior authorization. Students in grades K-5 can only receive email notifications from their teacher.

For additional information about RUSD instructional technology, online safety, and the rules governing online usage, please refer to the Parent-Student Handbook (available at [redlandsusd.net/Page/137](http://redlandsusd.net/Page/137)) and additional resources found on the district website listed under the "Families" tab.

# INTERNET SAFETY NOTICE

The Redlands Unified School District prides itself on providing a safe learning environment for its students. An emerging national concern is the inappropriate use of the Internet by students. This problem has the potential to be harmful, and we ask for your support in assisting us with this challenge. Across the nation, schools have seen an increase in negative student behavior as a result of messages written using electronic technology posted to popular social networking websites. Many sites contain instant messaging components that allow students to chat with other students and to post statements that ordinarily would not be said in a face-to-face conversation. The popularity of these websites seems to be growing. Facebook, Snapchat, Discord, and Instagram, for example, are said to have millions of members and have become the most popular “message exchange” sites among students nationwide.

Unfortunately, child predators, “cyberbullies,” and con artists are using some of these websites. To our knowledge, there are no adults officially responsible for monitoring the content on such websites, and some students use the sites to participate in online bullying or to threaten harm to other students. The so-called “cyberbullies,” mostly children between the ages of 9 and 14, use the anonymity of the Web to hurt others without witnessing the consequences. Students who are bullied online sometimes do not report these occurrences for fear that they will be barred from using the Internet.

Outside of our schools, there have been instances of adults posing as youths and gaining access to student chat rooms. In some cases, these contacts have led to tragedy. Some unsuspecting students post enough personal information that predators are able to locate students’ home or school addresses, thereby becoming easy targets for predators.

The Redlands Unified School District has blocked the use of social networking websites on our school computers. We will continue to block objectionable material as we deem appropriate.

Parents should be aware of what their children are writing on the Internet and what others are posting in reply. These websites are public domain, and anything posted there can be seen by anyone who has Internet access. Although most of what is written is not immoral, offensive, or illegal, some of it is. If you choose to do so, you may investigate this site by personally logging on to the site. The services are free, and users may register using an email address. Once you have registered, you can search by name and email address to see if your child is registered. You can narrow the search results by entering the name of your city. You will be able to view the kinds of personal information, messages, diaries, and photographs that students post to this website.

## **Individualized Learning Resources**

Students may participate in online environments related to curricular projects or school activities and use digital tools, such as, but not limited to, mobile devices, blogs, discussion forums, RSS feeds, podcasts, wikis, and online meeting sessions. In providing educational materials—such as a learning management system to provide individualized instruction based on student ability determined by student input—these resources may collect students’ personally identifiable information. Parents/guardians will be deemed to have given consent for students under the age of 13 to access such educational resources, unless the parent/guardian affirmatively opts out of allowing student access to the educational program. To opt a student under the age of 13 out of access to online educational resources, not including state-mandated assessments, parents/guardians should contact the site principal to process this request.

## **Helpful Tips and Resources**

We encourage you to talk with your student about the potential danger of the Internet. Ask if they have an account with Facebook, Instagram, Snapchat, Discord, TikTok, or similar websites. If your child is using such a site with your permission, you may want to review his or her profile to ensure that no personal and identifiable information has been posted.

We also encourage you to establish rules and guidelines to ensure the safety of your child while on the Internet. Some websites offer parental or family guidance for Internet safety. For example, the Federal Trade Commission has a page for Protecting Kids Online, located at [consumer.ftc.gov/topics/protecting-kids-online](https://consumer.ftc.gov/topics/protecting-kids-online), iKeepSafe has numerous family resources available at [ikeepSAFE.org/resources/family](https://ikeepSAFE.org/resources/family), and the Digital Futures Initiative has free materials for those raising digitally-connected children, located at [dfinow.org/for-parents](https://dfinow.org/for-parents).

The Redlands Unified School District will continue to provide Internet security within our schools. It is important that parents also monitor Internet use at home. Thank you for your support and cooperation in keeping our students safe. If you have questions or would like more information, please feel free to contact Student Services, 307-5300, extension 6729.

# ACCEPTABLE USE POLICY NOTICE

The Redlands Unified School District strongly believes in the educational value of electronic services and recognizes the potential of such to support the curriculum and student learning in the district. The goal of the district in providing this service is to promote educational excellence by facilitating resource sharing, innovation, and communication. The Redlands Unified School District will make every effort to protect students from any misuses or abuses as a result of their experiences with an information service. All users must be continuously on guard to avoid inappropriate and illegal interaction with the information service.

Access to the internet will enable students to explore thousands of libraries, databases, and bulletin boards. Families should be warned that some material accessible via the internet may contain items that are illegal, defamatory, inaccurate, or potentially offensive to some people. While the intent of the District is to make internet access available to further educational goals and objectives, students may find ways to access other materials as well. It is believed that the benefits to students from access to the internet in the form of information resources and opportunities for collaboration exceed the disadvantages. Ultimately, parents and guardians of minors are responsible for setting and conveying the standards that their children should follow when using media and information sources. To that end, the school and district staff support and respect each family's right to decide whether or not to apply for access.

Students are responsible for good behavior on the school computer network just as they are in a classroom or a school hallway. Communications on the network are often public in nature. General school rules for behavior and communications apply.

The school computer network is provided for students to conduct research. Access to network services is given to students who agree to act in a considerate and responsible manner. Parent permission is required. Access is a privilege - not a right. Access entails responsibility.

Individual users of the school's computer network are responsible for their behavior and communications over the network. It is presumed that users will comply with school standards and will honor this Acceptable Use Policy. Beyond the clarification of such standards, the school is not responsible for restricting, monitoring, or controlling the communications of individuals utilizing the network.

Network storage areas may be treated like school lockers. Network administrators may review files kept on the file servers to maintain system integrity and ensure that users are using the system responsibly. Users should not expect that files stored on school district computers will always be private.

Within reason, freedom of speech and access to information will be honored. During school, teachers of younger students will guide them toward appropriate materials. Outside of school, families bear the same responsibility for such guidance as they exercise with information sources such as television, telephones, movies, radio, and other potentially offensive media.

"Electronic information resources" include, but are not limited to, any computer use, any information available via the Internet, any information available via the local area network, accessed using RUSD computers, computer software of any kind, including CD-ROM and network resources, and video resources. Please read this document carefully. Listed below are the provisions of this Acceptable Use Policy. If any user violates these provisions, access to information services may be denied, and you may be subject to disciplinary action.

## TERMS AND CONDITIONS OF THIS CONTRACT

1. **Personal Responsibility:** As a student in the RUSD, I will accept personal responsibility for using electronic resources in accordance with the acceptable use guidelines outlined below. In addition, I will accept personal responsibility for reporting any misuse of electronic resources to the classroom teacher, computer lab instructor, or the school principal. Misuse can come in many forms, but it is commonly defined as any information sent or received that indicates or suggests pornography, unethical or illegal solicitation, racism, sexism, inappropriate language, excessive violence, drug or alcohol use, gang-related material, and/or other issues described below. All the rules of conduct described in the District publication entitled "Board Policy 6162.7 - Use of Technology in Instruction" apply when you are using the network to access information services.
2. **Acceptable Use:** The use of any electronic information resource must be in support of education and research and with the educational goals and objectives of the Redlands Unified School District (these may be found in the District document entitled "Board Policy 6162.7 - Use of Technology in Instruction"). I am personally responsible for this provision at all times when using electronic information services.
  - a. RUSD provides access to electronic information resources for use in support of education and educational research only.
  - b. The use of personal electronic mail accounts is NOT acceptable. This includes any and all email access, including, but not limited to, web-based mail services such as those provided by Microsoft HotMail, Yahoo Mail, Netscape, and many others. Electronic mail access is only acceptable when the account has been provided by a representative of the RUSD.
  - c. The use of chat rooms and instant messaging services are NOT acceptable. Chat access is only acceptable when moderated by a representative of the RUSD.
  - d. Any personal data stored on external media (including, but not limited to, CD-ROM, DVD, floppy disk, Zip media, Jaz media, or any other optical media) or accessible via the Internet (including personal web pages, FTP accounts, etc.) accessed using RUSD equipment must also meet the standards of acceptable use outlined in this document.
  - e. The use of RUSD equipment for playing games of any kind, including, but not limited to, games available online or via CD-ROM, and intentionally wasting limited resources is strictly prohibited, with the exception of games that are included as part of an educational software package supplied by the district.
  - f. The use of RUSD equipment for the purchase and/or ordering of merchandise or services for personal use is not acceptable.
  - g. Use of other organizations' networks or computing resources must comply with rules approved by the district Director of Technology Services. This includes unauthorized use and access of wireless networks and the installation of personally owned network equipment.
  - h. Transmission of any material in violation of any United States statutes and laws or other state organizations' laws is prohibited. This includes, but is not limited to, copyrighted material, threatening or obscene material, or material protected by trade secret.
  - i. Sending or displaying offensive messages or pictures, using obscene language, and harassing, insulting, or attacking others is prohibited on or off campus.
  - j. Violating copyright laws, using another user's password, trespassing in another user's folders, work, or files is prohibited.
  - k. Use of commercial activities by for-profit institutions is not acceptable.

- l. Use of product advertisement or political lobbying is also prohibited.
  - m. Student home folders stored on district computers cannot be used to store non-educational related data, such as music files, images, and personal data files.
  - n. Student home folders stored on district network file servers may be reviewed by authorized district employees to ensure compliance with the above-stated policies.
  - o. Inappropriate use of electronic information resources can be a violation of local, state, and federal laws, and the individual can be prosecuted for violating any of those laws, and this may result in loss of computer access privileges.
  - p. Students further agree to follow the below guidelines and policies when conducting any school-related electronic communication, including but not limited to texts, emails, and communications on third-party platforms, or cloud computing technologies such as Google Workspace, Office 365, Blackboard, and social media sites.
3. Privileges: The use of the District information system is a privilege, not a right, and inappropriate use (as defined above) will result in a cancellation of those privileges. The Redlands Unified School District system administrator(s) (operating under the aegis of the Board of Education and the District Office) will decide what appropriate use is, and their decision is final. The system administrator may close an account at any time deemed necessary. The administration, staff, or faculty of the Redlands Unified School District may request that the system administrator deny, revoke, or suspend specific user accounts.
  4. Services: The Redlands Unified School District makes no warranties of any kind, whether expressed or implied, for the service it is providing. The Redlands Unified School District will not be responsible for any damages suffered while using this system. These damages include loss of data as a result of delays, non-deliveries, or service interruptions caused by the system or your errors or omissions. Use of any information obtained via the information system is at your own risk. The Redlands Unified School District specifically disclaims any responsibility for the accuracy of information obtained through its services.
  5. Security: Security on any computer system is a high priority because there are so many users. If you identify a security problem, notify the classroom teacher, computer lab instructor, or the school principal at once. Never demonstrate the problem to other users. Never use another individual's account. All use of the system must be under your own account. Never distribute your password to other users. Any user identified as a security risk will be denied access to the information system. Examples of security risk behavior include attempting to access the account of another user, attempting, in any way, to access data or software that the user has not been given privileges to, attempting to modify the configuration of a computer workstation or server in order to gain access to restricted data or software, and distributing your password to others.
  6. Vandalism: Vandalism is defined as any malicious attempt to harm or destroy the data of another user or any other agencies or networks that are connected to the system. This includes, but is not limited to, executing, uploading, or creating computer viruses, and any attempt to disrupt network services. Vandalism includes any activity that can be described as "hacking," "cracking," and the like. Vandalism also includes the intentional damage of computer hardware, peripherals, and software media. Any vandalism will result in the loss of computer services, disciplinary action, and legal referral.
  7. Updating: The information service may occasionally require new user registration and account information from you to continue the service. You must notify the classroom teacher, computer lab instructor, or the school principal of any changes in your account information.

**REDLANDS UNIFIED SCHOOL DISTRICT**  
**2025-2026 STUDENT AGREEMENT**  
*(Applicable Only for the 2025-2026 School Year)*

PARENTS: PLEASE READ AND COMPLETE THE INFORMATION BELOW AND RETURN IT TO YOUR SCHOOL PRINCIPAL

Student Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone No.: \_\_\_\_\_ Grade: \_\_\_\_\_ School: \_\_\_\_\_

**STUDENT AGREEMENT:**

I understand and will abide by the provisions and conditions of the RUSD Acceptable Use Policy. I understand that any violations of the above provisions may result in disciplinary action, the revoking of my user account, and appropriate legal action. I also agree to report any misuse of the information system to the Redlands Unified School District system administrator. Misuse can come in many forms, but it is commonly viewed as any information sent or received that indicates or suggests pornography, unethical or illegal solicitation, racism, sexism, inappropriate language, excessive violence, drug or alcohol use, gang-related material, and/or other issues described in the Electronic Information Resource Appropriate Use Policy. All the rules of conduct described in the District publication entitled "Board Policy 6162.7 Use of Technology in Instruction" apply when I am using the network. I also agree to be bound by the conditions in the Acceptable Use Policy (AUP) and any other school or district policies regarding computer and electronic technology usage. I agree that the school may impose discipline in accordance with its policies if I violate any portion of this policy.

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Signature of Student

**PARENT OR GUARDIAN AGREEMENT**

As the parent or guardian of this student, I have read the RUSD Acceptable Use Policy and understand that the information system and the network are designed for educational purposes. I understand that it is impossible for the Redlands Unified School District to restrict access to all controversial materials, and I will not hold the District responsible for materials acquired on the network. I also agree to report any misuse of the information system to the Redlands Unified School District system administrator. Misuse can come in many forms, but it is commonly viewed as any information sent or received that indicates or suggests pornography, unethical or illegal solicitation, racism, sexism, inappropriate language, excessive violence, drug or alcohol use, gang-related material, and/or other issues described in the Electronic Information Resource Appropriate Use Policy.

- I accept full responsibility for supervision if and when my child's use is not in a school setting.*
- I hereby give my permission to issue an account for my child and certify that the information contained on this form is correct.*
- If I do not want my child to participate in this program, I will notify the school principal.*

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Signature of Parent/Guardian (if the student is under 18) or Signature of Student (if the student is 18 or older)

# PART V:

# Customer Support



# RUSD Technology Services – Support Contact Guide

If you are experiencing technical issues, please follow the steps below to ensure prompt support:

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## **Connectivity Issues (Wi-Fi / Network Access)**

- ◆ Contact the RUSD Technology Services Call Center

 Phone: (909) 748-6787

Our team is available Monday–Friday, 7:00 AM to 4:30 PM.

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## **Login Issues (Email, Google, Clever, Aeries, etc.)**

- ◆ Submit a request to the Educational Technology Support Team

 Email: [support@redlands.freshdesk.com](mailto:support@redlands.freshdesk.com)

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## **Malfunctioning Student Device**

- ◆ Please return the Chromebook or student device to your site’s front office for processing.

The site technician will triage the device and route it for repair through our RUSD Chromebook Repair Depot if needed.